**Bureau of the Fiscal Service**

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# *AS FISCAL SERVICE PIVOTs...*

## Welcome to the PIVOT Newsletter

Welcome to the first edition of our quarterly issue, an update of what's going on with the Post Payment Modernization Initiative (PPMI). This is a way to continue communications (outreach) outside of our summit meetings.

## What is PIVOT?

Throughout the newsletter we will be touching on the different things that make up PPMI. But first, what is PIVOT? Payment Information & View of Transactions (PIVOT ) is the name of the system that PPMI is developing, using agile methodology (see What is Agile on page 2).

The goal of PIVOT is to modernize the essential operations that support the full lifecycle of post payment processing and provide one source of data accuracy for payment records. PIVOT will eliminate obsolete processes, software and technology platforms currently in use by legacy applications while increasing scalability for future expansion.

The legacy applications for post payment activity for checks Treasury Check Information System (TCIS) and Treasury Receivable Accounting & Collections System (TRACS) offer the greatest return on investment making it PPMI's initial focus.  This will allow for the transition of work from TCIS and TRACS, allowing these legacy systems to decommission first as PIVOT takes on their functions saving Fiscal Service significant costs each year in infrastructure and maintenance.

Once the check payment processing has been completed the team will focus on re-engineering the business processes associated with electronic (ACH—Automated Clearing House) payments to allow for the decommissioning of Payments, Claims & Enhanced Reconciliation (PACER).

## Inside this Issue

# What is Agile?

Agile is a method of project management that is widely used for software development. This method espouses a collaborative approach utilizing self-organizing and cross-functional teams for short phases of work that encompasses the frequent reassessment and adaptation of plans. It focuses on high value, low risk work and promotes concepts of adaptive planning, evolutionary development, early delivery, and continual improvement while fostering flexible responses to change.

With that said, PIVOT is being built with agility in mind. The cross-functional teams of PIVOT work in short phases of work that focuses on high value and low risk. The PPMI team has the cross-functional capability to work on concepts and ideas that add the most value to our customers.

## Did you know ?

**Agile**: Is a development methodology based on iterative, incremental and transparent approach.

**Epic**:  Work to be completed based on a set of features.  PPMI started using three-month timeframes for each Epic.  It is a helpful way to organize and prioritize work.

**Sprint**:  An iteration that lasts two weeks.  A sprint is a single cycle in the iterative development process used by SCRUM.

**SCRUM**:  A framework for team collaborating using an interactive process referred to as sprints.

**Value Stream**:  Represents a series of steps that an organization uses to implement a solution.

*"Changing practices is one thing; changing minds is quite another" - Mike Cohn*

## PIVOT Epic 6 Work Completed

In the past 3 months PIVOT accomplished:

- Fiscal Service User Interfaces for Manual Check Cancellation (mutilated checks), return check workbasket and ability to upload and associate correspondence

- Completed ACH Acceleration for Payment Integrity and Do Not Pay (DNP) Analytics

- Fiscal Service Initiated Cancellations (Return Checks and DNP Stops), validated scanned file, create workbasket flows, added to cancellation stream

- Implemented User Authorization

- Architecture updates to load data in Staging Environment for Security Assessment

- Updates to File Monitoring, Payment Search & Public Money Symbol Report

# Hot Topic: What's New in PIVOT?

On Thursday, September 24, the PPMI team held a virtual Hot Topic: "What's New in PIVOT", with approximately 50% participation from the Philadelphia Financial Center (PFC). The interactive session included demonstrations of the intuitive payment view, simplified view of related payment, check return exceptions, and correspondence uploading to associate with a check return.

Employees asked questions regarding access and authorization to the system along with the modifications to current business processes. Based on survey feedback, 100% of the staff liked the look and feel of the application and over 80% of employees feel ready for PIVOT.

*"Doubt kills more dreams than failure ever will."*
*- Suzy Kassem*

# PIVOT Epic 4 Demo

Epic 4 Demo was held on Wednesday, September 30, for internal stakeholders. The goal of the Epic was to complete Value Stream 1 (Checkbook Accounting). Some of the achievements accomplished:

- Completion of Value Stream 1 (see page 4)
- Check exception processing
- Display concept of real time updates
- Re-engineering and simplification of workbasket items (internal corrections that need to occur due to issues like misreads of micr lines)
- Automation of check rejections
- Audit history of all workbasket items returned and adjusted
- Public Money Symbol (PMS) calculations for reporting and validation
- Creation of Fiscal Accounting Central Accounting Reporting System (CARS) transcript file
- System creation of Federal Reserve Bank (FRB) files—Return files and adjustment files

# PIVOT Value Streams

## Did you know?

Value Streams are the "guardrails" to keep the team focused on the core priorities of what is needed:

**Stream 1** represents the functionality needed for checkbook reporting.

**Stream 2** represents the happy path cancellations that are initiated by Fiscal Service.

**Stream 3** represents the Claims and exception processing.

**Stream 4** is the remaining items necessary for information sharing for internal and external customers.
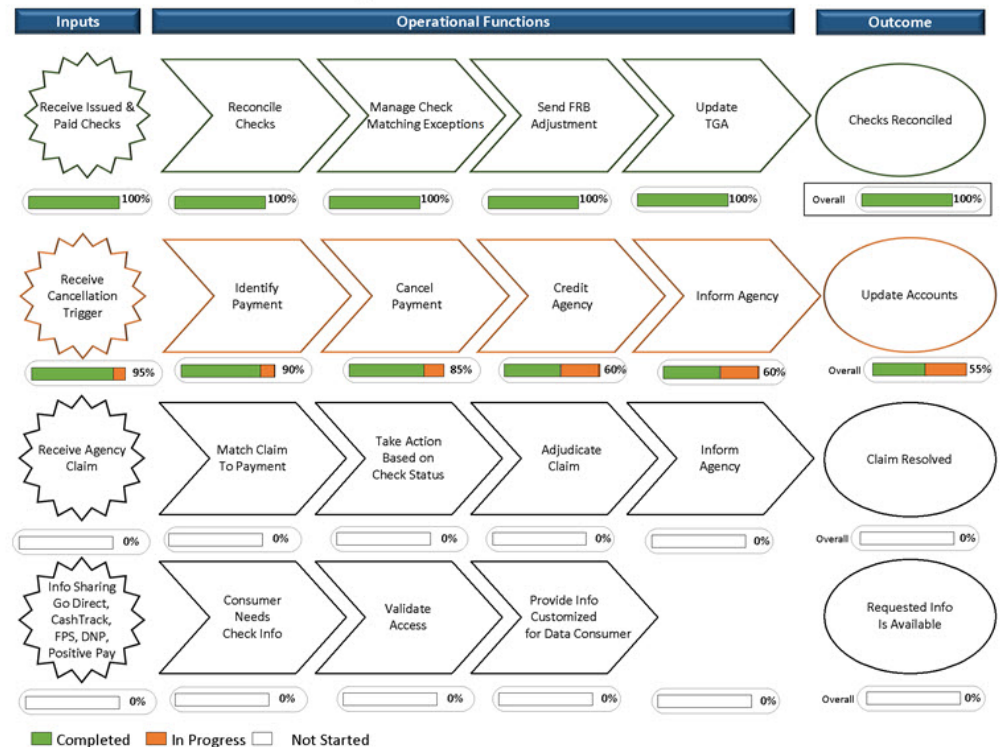
## PIVOT Agency Outreach

During the past quarter we held some one-on-one discussions regarding requirements, file formats, and new process flows with the following agencies at their request:

- Railroad Retirement Board
- Department of Labor
- Social Security Administration / Social Security Insurance
- Federal Reserve Bank of Atlanta
- U.S. Customs
- U.S. Department of Agriculture
- Department of Defense
- Department of Veteran Affairs

Agencies are welcome to contact our Outreach Team via email at PPMI@fiscal.treasury.gov to schedule a session.

## TCIS/TRACS VALUE STREAMS

| Inputs | Operational Functions | | | | Outcome |
|---|---|---|---|---|---|

Receive Issued & Paid Checks → Reconcile Checks → Manage Check Matching Exceptions → Send FRB Adjustment → Update TGA → Checks Reconciled
100% | 100% | 100% | 100% | 100% | Overall 100%

Receive Cancellation Trigger → Identify Payment → Cancel Payment → Credit Agency → Inform Agency → Update Accounts
95% | 90% | 85% | 60% | 60% | Overall 55%

Receive Agency Claim → Match Claim To Payment → Take Action Based on Check Status → Adjudicate Claim → Inform Agency → Claim Resolved
0% | 0% | 0% | 0% | 0% | Overall 0%

Info Sharing Go Direct, CashTrack, FPS, DNP, Positive Pay → Consumer Needs Check Info → Validate Access → Provide Info Customized for Data Consumer → Requested Info Is Available
0% | 0% | 0% | 0% | 0% | Overall 0%

■ Completed ■ In Progress □ Not Started

# Vendor/Misc. Agency Summit

On Thursday, August 20, the PPMI team held their second virtual summit which targeted our vendor and miscellaneous agencies. There was an amazing turnout, with over 100 participants from 25 federal program agencies (FPAs) at this WebEx event.

The interactive session included topics from the current payments landscape, data retention, and two demonstrations of completed development. Agencies asked questions regarding the new design of the cancellation listings, business process re-engineering, and the simplification of cancellation and claims codes.

Based on survey feedback, agencies conveyed the desire for future sessions where they can view additional development work and provide user feedback to enhance the PIVOT application.

# Upcoming Events

Benefit Agency Summit—November 2020

Vendor/Misc. Agency Summit—February 2021
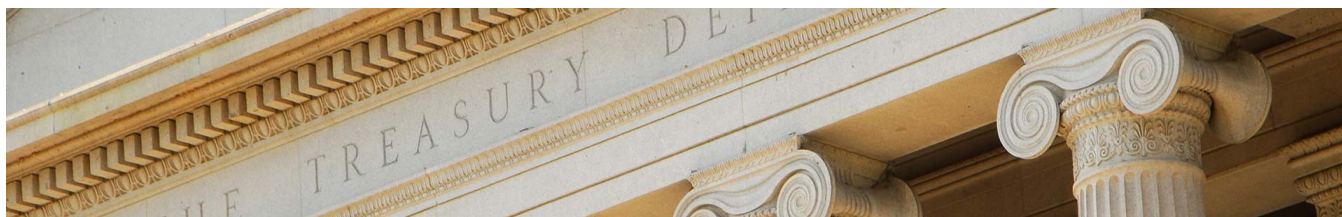
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